

use of the 'wild card' search capabilities during the opening of the 866 and 855 codes. The goal of the proposed limitation (i.e.: The Resp Org must specify either a NPA or an NXX code) is to reduce the system load in searching through the 800, 888, and 877 databases. The limitation is a system parameter that can be turned on when needed and turned off when not needed.

Agreement: SMT members agreed to move forward with the deployment of the capability to limit the use of 'wild card' searches.

Access to the Industry Guidelines for Toll Free Number Administration document was discussed. The SMT has sent a letter to the Alliance for Telecommunications Industry Solutions (ATIS) explaining the need for distribution of the Guidelines to prospective Resp Orgs and other interested parties. There has been no ATIS response to the SMT letter. The most recent version of the Guidelines is available only in a password protected partition of the ATIS website.

Action: Ellen Oteo will address the SMT concern regarding access to the Guidelines with Susan Miller (ATIS legal contact) prior to the next SNAC meeting. SMT members need access to the document and the ability to distribute the document.

## 2) Bellcore issue review:

Ellen Oteo noted that Mohammed Shabana (Bellcore) has requested a commitment from the SMT to work towards completion of the Regional Bell Operating Company (RBOC) – Bellcore contract by a date certain. Comments on the proposed contract were provided by Dennis Wheatley. Ted Fernandez stated that U S WEST comments would be available on January 25<sup>th</sup>. Ellen Oteo stated that Bell Atlantic had some concerns related to copyright language.

Agreement: SMT members agreed to work towards a target date of no later than the end of March 1999 for completion of the RBOC – Bellcore contract.

The paper provided by Mary Anne Smith (Bellcore) regarding plans for testing with SCPs was discussed. SMT members supported the testing as outlined in the document.

Action: SCP testing will be added to the agenda of the next SMT meeting. The focus will be on how the costs associated with the testing should be recovered.

Action: Joe Casey will review the proposed SCP contracts to assure that information regarding testing requirements is included. Joe will also contact the SMS/800 Data Center to assure that the information in the Bellcore document

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regarding the provision of modems is accurate.

The Bellcore letter stating that, based on inconsistencies in the JAVA capabilities of the various browsers, the initial release of the Graphical User Interface (GUI) will be usable only with the Netscape browsers was discussed. Once JAVA implementations are consistent, other browsers will be supported. The initial deployment will include a screen designed to inform users of the browser requirements.

Action: Mike Wade will provide a copy of the Bellcore letter to Ellen Oteo.

Action: Mike Wade will assure that all user communications related to the GUI include information regarding the browsers supported.

The schedule for SMS/800 Release 11.1 was discussed. Based on the readout from the SNAC Technical Subcommittee meeting, the SNAC is expected to request that the release be delayed.

Agreement: SMT members agreed to delay Release 11.1 until early 2000.

Action: Mike Wade will contact Bellcore to determine if there are any Y2K testing concerns related to the proposed delay in the General Availability date for Release 11.1.

Action: Mike Wade will contact Bellcore to determine the options related to the rescheduling of Release 11.1, its merger with Release 12.0, etc.

### 3) SMT policy review:

The SMT policy regarding reimbursement of travel and living (T&L) expenses was discussed. It was suggested that references to the current American Express card be made more generic.

Action: Mike Wade will make the suggested change to the SMT T&L policy and distribute a revised copy for review. (The goal is for the SMT members to obtain company concurrence with the SMT T&L and Operating Guidelines by the end of January.)

Action: Mike Wade will draft proposals for the implementation of the SMT Operating Guidelines. The proposals will be reviewed at future SMT meetings.

SMT members also discussed the System Viability policy. Bell Atlantic expects to provide comments on the draft policy in the near future. Once the Bell Atlantic comments are received, they will be incorporated and a revised version

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circulated for final review.

#### 4) User survey review:

The readout of the results of the most recent user survey was discussed.

SMT members supported the following agreements and action items:

##### SMS/800 Help Desk:

- Request tracking data for out-of-hours calls (and address with Canadian Resp Orgs at February 5<sup>th</sup> meeting in Ottawa)
- Initiate "position statements" on major activities to assure consistent information is provided to all support personnel
- Investigate the use of a Computer – Telephony Interface (CTI) to reduce the number of identifying questions that must be asked of callers

##### SMS/800 Software Support:

- Develop a proposal for a GUI / Reports and History Database (RHDB) rollout plan, including information for users on use of the systems
- Modify the existing survey to include a request for specific information for user identified 'bugs'

Initiate development of a 'quick reference' card for the use of the GUI and the RHDB, as well as a short 'getting started' pamphlet to complement the planned user guides

##### SMS/800 Data Center:

- Include a section on the role of the SMS/800 Data Center support group (versus the SMS/800 Help Desk role) in the next edition of the quarterly newsletter
- Investigate proposals for pro-actively informing users of service-affecting system problems
- Investigate the escalation of troubles within the SMS/800 Data Center, and the frequency of those escalations

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- Investigate options that may reduce the instances of terminal lockout and password problems
- Investigate the hold times experienced by callers to the SMS/800 Data Center

**SMT Business Representative:**

- Initiate better tracking of commitments to users and associated follow-up
- Initiate a more pro-active stance toward user communications

**New Resp Org Survey:**

- Initiate development of a revised package for use with the prospective Resp Orgs
- Investigate the development of computer-based training for the SMS/800 system
- Initiate development of a revised "welcome" manual for new Resp Orgs

In addition, The Taylor Group will be requested to provide interim summaries of any verbatim comments as part of future surveys.

**5) Public Service advertisement proposal:**

Based on a previous SMT request, a proposal from Gilbert, Whitney and Johns (GW&J) for a tracking survey to complement any future public service ad campaigns was reviewed. The tracking survey proposal appeared acceptable but raised questions regarding the need for future campaigns.

Action: The value of future ad campaigns will be reviewed with the SNAC at its next meeting. If there appears to be value in future campaigns, SMT members will work with GW&J to develop a proposal.

**6) Tariff options:**

A report from Charlie Rizzo on work done to date to investigate the implementation of additional usage-based tariff rate elements was discussed. It

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appears that there is sufficient data available to implement a rate element for usage of the Central Processor Unit (CPU). Based on the available data, there does not appear to be any significant development or performance impacts associated with the deployment of this rate element.

Action: Charlie Rizzo will be asked to develop information on the impact of the potential rate element on user billings. Charlie will also be asked to finalize the investigation into the availability of the necessary billing and tracking data to support the option.

Action: Mike Wade will work with Charlie to gather input on options based on record size, including the costs associated with the development of any necessary data tracking capabilities.

#### 7) Financial discussions:

Based on potential Y2K issues, SBC Communications has recommended that no changes be made to the current SMS/800 banking arrangements. SMT members concurred in the recommendations, however did request that DSMI look into obtaining a replacement credit card for use by the SMT.

Action: Mike Wade will investigate the issuance of debit cards associated with the current RBOC escrow account with Chase Manhattan Bank.

It was noted that there are tax issues associated with the provision of SMS/800 Services. Those issues will be addressed on a conference call with the members of the Accounting Standards Advisory Group (ASAG) scheduled for January 26<sup>th</sup>. Issues to be addressed include the issuance of 1099 forms, taxation issues, and the retention of over-recoveries. (Note: Based on the need for taxation expertise, these tax issues were addressed with taxation representatives on a conference call on January 29<sup>th</sup>.)

#### 8) Y2K testing issues:

The need for Y2K compliance assurances from the SMT vendors was discussed. There are several vendor systems related to the SMS/800 such as trouble tracking systems, user call distributors, local area network (LAN) access systems, etc. which must be operational for the proper support of the SMS/800 system.

Action: Mike Wade will send letters to each of the SMT vendors asking for assurances of Y2K compliance and the ability of the SMT to test with those systems.

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Action: SMT members will review the question of the appropriate SMT role in integration testing with the users of the SMS/800 system.

9) Event Log follow-up review:

Concerns were raised regarding the follow-up investigations associated with Event Log Entries. Current entries at times indicate that no cause was identified and the investigation was stopped. SMT members reviewed the current situation and recommended that the SMS/800 Data Center and the SMS/800 Site Support organizations use their best judgement.

Action: Mike Wade will work with Don Melvin (SMS/800 Data Center) to assure that once the cause of an event is determined, a log entry is recorded which closes the event. Mike will also request definition of the current SMS/800 Data Center practices related to investigating and closing events.

10) Miscellaneous:

Action: Mike Wade will request clarification of the SMS/800 Help Desk reports. Clarifications will address what constitutes "outgoing" calls and how the percentage of tracking tickets can exceed the number of calls handled.

Agreement: SMT members stated a preference for electronic distribution of SMT correspondence whenever possible. (Charron Cox is not able to receive attachments to email, so any document forwarded to Charron should continue to be faxed.)

Ellen Oteo notified the SMT that the Industry Numbering Committee (INC) is requesting SMT input as part of its investigation into portability for 500 and 900 numbers. The INC has requested a review of the original analysis provided several years ago when Local Exchange Carrier (LEC) only number portability was analyzed. INC may have additional requests in the future.

Action: Mike Wade will assure conference call capabilities exist during the planned February 5<sup>th</sup> meeting with Stentor. Mike will also work with Anil Patel to define the content on any SMT opening remarks.

Future SMT meeting sites were selected:

April 22-23	San Antonio
June 3-4	Santa Fe
July 15-26	Salt Lake City
August 26-27	Jackson Hole, WY
October 7-8	New Orleans

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November 18-19

Las Vegas

The status of activities related to Beehive Telephone Company (Beehive) was discussed. The Circuit Court has issued its Order remanding the case to the District Court with directions to refer the case to the Federal Communications Commission (FCC). Floyd Jensen (Ray, Quinney and Nebeker) and Louise Tucker (Bellcore) recommend that DSMI file a petition with the FCC as quickly as possible.

Agreement: SMT members agreed with plans to file a DSMI petition with the FCC regarding the Beehive case, with the caveat that the filing will be reviewed with the RBOC regulatory attorneys prior to its filing.

Michael J. Wade  
SMS/800 Services

SMS/800 Management Team

Meeting Participants

January 21-22, 1999

Ameritech	Charron Cox*
Bell Atlantic	Ellen Oteo
BellSouth	Jerry Latham
SBC Communications	Dennis Wheatley
U S WEST	Ted Fernandez
DSMI	Michael Wade

\*Note: Participated via speakerphone

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DSMI 000231





**SMS/800 Management Team  
Conference Call Notes**

February 3, 1999

The members of the SMS/800 Management Team (SMT) held a conference call on Wednesday, February 3, 1999. All of the SMT members were in attendance so a quorum was present. All agreements and action items are identified in these notes.

**1) Contract negotiation process:**

The process to be use for the negotiation and review of the contracts being addressed by the SMT was discussed. The attorneys recommended that a 'lead' attorney be appointed for each contract. The attorneys stated that once the lead attorney has completed the negotiations and review of a contract, there should be no need for a detailed review of the agreement by the other attorneys. Comment due dates will be established for each review and if no comments are received by that date, it will be assumed that there were no comments and the process will continue.

Agreement: SMT members agreed with the plan to define a lead attorney for each contract. The following attorneys were selected to work the outstanding contracts:

Free Range Media	Ruth Sears
Bellcore	Susan Weindling
Sykes	Jon Macks

Any future contracts will be assigned to an attorney in alphabetical sequence by company name, starting with Bell Atlantic.

Action: A package will be prepared for each lead attorney containing drafts of the contracts and copies of all comments received to date.

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Action: A roster for the SMT and attorney group will be developed, including email addresses. This will facilitate the electronic distribution of proposals and contract drafts.

2) Tariff over-recovery handling:

SMT members are investigating the handling of any over-recovery associated with the SMS/800 Tariff.

Action: A discussion of this item will be added to the agenda of the next SMT conference call.

3) Future meeting locations:

Based on concerns raised by Bell Atlantic, all future meeting locations were cancelled.

Agreement: SMT members agreed to hold the March meeting in Houston. The April meeting will be held in Atlanta.

Action: The location of SMT meetings after the April meeting will be discussed at a future SMT meeting / conference call.

4) SMT Travel & Living (T&L) policy:

The revised SMT T&L policy was discussed.

Action: Finalization of the SMT T&L policy will be discussed at a future SMT meeting / conference call.

During the discussion it was noted that prior to the finalization of the SMT T&L policy, any travel by BellSouth representatives will be governed by the BellSouth policies.

5) Public Service advertisements:

A proposal for ads associated with the opening of the 866 and 855 codes will be received from Gilbert, Whitney & Johns (GW&J) before the end of the day. Current plans are for SMT members to review that proposal and then make a determination of whether or not to discuss the proposal with the SMS/800 Number Administration Committee (SNAC).

6) Disposal of surplus SMT equipment:

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## 7) Beehive petition:

In response to the Circuit Court Order, Beehive has filed a petition with the Federal Communications Commission (FCC). Louise Tucker (Bellcore) continues to recommend that DSMI, acting as the agent of the Regional Bell Operating Companies (RBOCs), file a petition as well. The planned filing will be reviewed with the appropriate RBOC contacts prior to filing. SMT members identified the following contacts:

Ameritech	Gary Phillips
Bell Atlantic	John Goodman
BellSouth	Parkie Jordan
SBC Communications	Ruth Sears
U S WEST	Susan Weindling

If you have questions or comments regarding these notes, please contact me at 732-699-2125.

Michael J. Wade  
SMS/800 Services

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**SMS/800 Management Team  
Conference Call Participants**

February 3, 1999

Ameritech	Charron Cox Jon Macks*
Bell Atlantic	Ellen Oteo Patrick Lee*
BellSouth	Jerry Latham Parkie Jordan*
SBC Communications	Dennis Wheatley Ruth Sears*
U S WEST	Ted Fernandez Susan Weindling*
DSMI	Michael Wade

Note: Participated in first discussion regarding contract negotiation process only

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DSMI 000235

## **SMS/800 Management Team Conference Call Notes**

March 3, 1999

The members of the SMS/800 Management Team (SMT) held a conference call on Wednesday, March 3, 1999. Four (4) of the SMT members were in attendance so a quorum was present. All agreements and action items are identified in these notes.

### **1) SMS/800 Release 12.0 schedule:**

At the recent meeting of the SMS/800 Number Administration Committee (SNAC), the members of the SNAC recommended that the planned SMS/800 Releases 11.1 and 12.0 be combined and made generally available in the April 2000 time frame.

Agreement: SMT members agreed to schedule a combined Release 11.1 / 12.0 in April 2000.

Action: Bellcore will be asked to provide a proposal for the contents and schedule for the combined release.

### **2) Gilbert, Whitney & Johns (GW&J) proposal:**

A proposal from GW&J for a public service advertisement campaign to address the opening of the 866 and 855 codes was discussed.

Bell Atlantic stated it did not support the proposed campaign. Ameritech questioned whether the SMT motivation in sponsoring the past campaign was still applicable. BellSouth stated that its position could depend on the outcome of the SMT discussions regarding the handling of any tariff over / under-recoveries. There was no consensus.

Action: The topic will be re-addressed following the SMT discussion on the handling of tariff over / under-recoveries.

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3) SMT calling cards:

Mike Wade reported that problems with the SMT calling cards should have been corrected. A new card is being forwarded to Jerry Latham.

4) Debit cards:

Plans for obtaining SMT debit cards were discussed. Mike Wade reported that opening a Chase debit card account would require the establishment of a separate Chase account from which the debit card expenses could be drawn. Expenses cannot be drawn from the current escrow account.

Ameritech and Bell Atlantic stated that they did not support the issuance of debit cards to SMT members. It would be inconsistent with internal company practices.

SBC requested that any change to the current SMT charge card structure wait until after February 29, 2000.

Agreement: There will be no changes to the existing SMT bank account or credit card structure until after February 29, 2000.

5) 500 / 900 Service information:

Mike Wade stated that Bellcore has provided a high-level analysis of the existing paper on the impacts of implementing number portability for 500 and 900 Services. Additional information has been requested regarding the types of concerns and issues that must be addressed before any firm impact analysis can be provided.

Action: SMT members will review the additional information to be provided by Bellcore at the next SMT meeting.

6) Year 2000 testing letter:

Mike Wade asked for any final input on the planned letter to the Responsible Organizations (Resp Orgs) regarding Y2K testing plans. SMT members have a commitment to release the testing information by the end of the first week in March.

Action: Mike Wade will distribute a copy of the planned letter for internal review within the SMT companies.

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7) Beehive Telephone Company report:

Mike Wade reported that Beehive has filed a strong letter with Database Service Management, Inc. (DSMI) objecting to (a) being billed for 'unavailable' numbers and (b) threatening legal action if all of the contested numbers are not made available to Beehive.

Mike reported that an error in the BILL/800 system was found that has resulted in the billing error. A refund for Beehive is being processed as quickly as possible.

Action: Mike Wade will provide a current status regarding the Beehive matter at the next SMT meeting.

Action: Once the audit is complete, regulatory contacts should be asked how to position the filing of the results with the Federal Communications Commission (FCC) given the extended time period required to complete the audit.

If you have questions or comments regarding these notes, please contact me at 732-699-2125.

Michael J. Wade  
SMS/800 Services

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**DSMI 000239**



**SMS/800 Management Team  
Conference Call Participants**

March 3, 1999

Ameritech	Charron Cox
Bell Atlantic	Ellen Oteo
BellSouth	Jerry Latham
SBC Communications	Dennis Wheatley
DSMI	Michael Wade

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**DSMI 000240**

## **SMS/800 Management Team Conference Call Notes**

ACCEPTED

November 3, 1999

The members of the SMS/800 Management Team (SMT) held a conference call on Wednesday, November 3, 1999. All Four (4) of the SMT members were in attendance so a quorum was present. All agreements and action items are identified in these notes.

1) October 13<sup>th</sup> Meeting Minutes Review:

The October 13<sup>th</sup> Meeting Minutes were reviewed and accepted.

2) SMT Financial Review:

Bob D'Uva and Bob Aldrich (Mendonca & Suarez) joined the conference call. The SMT quarterly financial statements were reviewed. The budget overrun for the billing operation costs was questioned. Bob D'Uva stated that an explanation would be needed from Al Halperin (Telcordia Product/Project Manager) as to why the costs exceeded the budgeted amount. The member's equity statement on the cover sheet was also questioned. Bob stated that it was due to adjustments resulting from the KPMG audit findings. He also stated that it appears the Ameritech over-recovery distribution may have to be adjusted as a result of this.

M&S requested a new distribution timeframe for the quarterly reports. A summary of the distribution schedule was provided. The distribution schedule for the SMT financial reports is as follows:

- Monthly reports will be distributed on the 15<sup>th</sup> of each month or on the Monday following the 15<sup>th</sup>, if the 15<sup>th</sup> is on a weekend.
- Quarterly reports will be distributed on the last day of the month

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following the end of the quarter. A monthly report will be included with the quarterly reports if the monthly report is for the last month of the quarter.

- Preliminary Projections for each quarter will be provided on the 15<sup>th</sup> of the final month in each quarter or on the Monday following the 15<sup>th</sup>, if the 15<sup>th</sup> is on a weekend.

M&S stated that they will develop a draft of the preliminary 2000 SMT budget. The draft will be made available for the next SMT meeting.

Action: Mike Wade will contact Al Halperin in order to obtain an explanation as to why the billing operation costs have exceeded budget estimates.

Action: Joe Casey will provide the amount of the SMT contracts to M&S for the 2000 SMT budget.

### 3) KPMG Audit Review:

The draft audit report from KPMG was discussed, including the proposed Letter of Representation. Bob D'Uva was asked if M&S is willing to sign the Letter of Representation for the audit. Bob stated that M&S is currently reviewing the request and will notify the SMT of its decision.

KPMG has offered to meet with the SMT and review the audit findings. The SMT agreed to a meeting and asked Mike Wade to coordinate the date and location.

The open item listing in the draft audit report was reviewed. Bob D'Uva explained that the questions raised by KPMG regarding the balance due from DSMI following the main transfer to the SMT account in November 1997, as well as the support for an accounts receivable balance (\$16.8 M) that was on the books as of December 31, 1996, need to be addressed.

Action: Mike Wade will contact Ken Sullivan (Telcordia financial representative) and request that supporting documentation regarding the adjustments made in 1997 to the balance due from DSMI, as well as the support for an accounts receivable balance (\$16.8 M) that was on the books as of December 31, 1996, be provided to KPMG.

Action: Mike Wade will coordinate an audit finding review meeting between the SMT and KPMG.

Action: Erik Chuss will provide copies of the 1997 and 1998 SMT meeting

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minutes and copies of the 1999 SMT / Telcordia contract to KPMG.

Action: Mike Wade will provide documentation to KPMG supporting the statement that, based on the rescinding of the Part 32 waiver, the SMT is no longer required to complete annual tariff filings.

#### 4) Tariff Update Status:

A draft Primetel letter was distributed to the team. The SMT requested that the term "consistently" be used when describing Primetel's "abuse" of the system. The SMT also asked that the letter state that Primetel must cease their excessive utilization of system CPU or they will be disconnected. The letter should list examples of activities that can result in excessive CPU resource usage. The letter must also state that Primetel will be disconnected within two weeks after receipt of the letter if they do not discontinue their current practices. Primetel should be requested to provide, in writing, their agreement to permanently reduce their system utilization before the end of the two-week notice period. The letter must also include, in the event they are disconnected, reconnection timeframes, procedures, fees and the statement that they will be permanently disconnected if they renew their practices.

The SMT also requested that the proposed tariff language changes be updated to include the language developed in Primetel letter.

Action: Mike Wade will update the letter to Primetel to include all SMT comments and distribute it to the team for review prior to sending the letter to Primetel.

Action: Mike Wade will update the proposed tariff language changes to include the language developed in Primetel letter and distribute the tariff language changes to the SMT for review.

#### 5) SMS/800 GUI Status:

It was reported that eight companies have been provided access to the SMS/800 GUI. No problems have been reported. It was reported that response times on the GUI system seem to be better than on the 3270 system when similar activities are compared.

It was proposed that the SMT provide a demonstration of the GUI at the upcoming SNAC meeting. The SMT agreed that it was too early to demonstrate the GUI to the SNAC at the meeting in November although the availability of the GUI will be announced.

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8) FCC Order regarding Beehive Petition Review:

The SMT was notified that the FCC has issued a Public Notice requesting comments on the Beehive issues that were referred to the FCC from the District Court in Utah. It was reported that Louise Tucker has recommended that DSMI not provide comments to the FCC Order regarding the Beehive Petition, since it has already done so in its petition to the FCC on the same matter. The SMT or DSMI may want to submit replies to the comments if warranted. Several SMT companies have reported that their regulatory organizations are currently reviewing the order.

9) Taylor Survey Review:

The results from the annual user survey, conducted by the Taylor Group, covering the performance of the SMS/800 Help Desk were discussed. Mike Wade stated that the SMS/800 Help Desk results were provided to the SMT early because the amount of the SMS/800 Help Desk annual incentive award needs to be determined by December. The remainder of the survey results, which the Taylor Group is still compiling, will be reviewed with the SMT at their next meeting.

Action: Mike Wade will determine the SMS/800 Help Desk annual incentive amount for review on the next SMT conference call.

10) Miscellaneous:

Action: Anil Patel will forward the Telcordia Release 11.1 and 11.2 UCD SNAC presentations to the SMT for comment as soon as they are provided to DSMI.

The next SMT conference call is scheduled for Friday, November 19, 1999 11:00am - 1:00pm EST.

If you have questions or comments regarding these notes, please contact me at 732-699-6456.

Erik J. Chuss  
SMT Business Representative

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**SMS/800 Management Team  
Conference Call Participants**

November 3, 1999

Bell Atlantic	Ellen Oteo
Bell South	Jerry Latham
SBC	Audrey Chow
US WEST	Ted Fernandez
DSMI	Mike Wade Erik Chuss
Mendonca & Suarez	Bob D'Uva* Bob Aldrich*

\*Note: Bob D'Uva and Bob Aldrich participated on the conference call for Sections 2 and 3 only

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DSMI 000246



**SMS/800 Management Team  
Conference Call Notes**

**ACCEPTED**

January 6, 2000

The members of the SMS/800 Management Team (SMT) held a conference call on Thursday, January 6, 2000. Three (3) of the four (4) SMT members were in attendance so a quorum was not present. All agreements and action items are identified in these notes and will be verified with all SMT members.

1) December 17<sup>th</sup> Conference Call Notes Review:

The December 17<sup>th</sup> Conference Call Notes were reviewed and accepted.

2) SMS/800 GUI CD-ROM Review:

It was reported that a file is corrupted on the SMS/800 Introduction to GUI CD-ROM. The file was identified as being corrupt on the master CD produced by Whitehorse. It was questioned if a corrupt file was originally provided to Whitehorse or if the file was corrupted while producing the master. It was requested that, if it is determined the original GUI installation file was corrupt on the CD-ROM, then Whitehorse be asked to pay for the duplication of new CD-ROMs.

Action: Erik Chuss will contact Whitehorse Studios to determine if a corrupt GUI installation file was originally provided to Whitehorse or if the file was corrupted while producing the master. If it is determined that the original GUI installation file was corrupt on the CD-ROM then Whitehorse be asked to pay for the duplication of new CD-ROMs.

3) SMS/800 Audit Status:

It was reported that John Meyer (Telcordia – Accounting Operations) sent a letter to KPMG with additional information about the amount due from DSMI to

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Action: Mike Wade will provide technical details to Ellen Oteo for the ex-parte being drafted for addressing the comments submitted by MCI/Worldcom on the Beehive issue.